HP Collaborative Support Service

HP Services

HP Collaborative Support Service is designed for customers who purchase HP hardware with HP and selected third-party software products. The Collaborative Support Service provides a first point of contact for your initial hardware and software support needs. HP brings the knowledge of its technical resources around the globe to help you to resolve your hardware and basic software support issues with a call to HP.

With HP Collaborative Support Service, you don't have to decide if you have a hardware or software issue. You can make the first call directly to HP, and the HP support professional will help determine whether you have a hardware or software problem. If the reported incident is related to a selected third-party software product and cannot be resolved by applying known fixes, HP will contact the third-party vendor and create a problem incident on your behalf under your existing support agreement with the software vendor. HP will also provide the necessary problem documentation to help the vendor with resolving the problem more quickly. If the incident is with a covered HP hardware product, HP will provide technical hardware support, remotely or onsite, to resolve the reported issue.

Service feature highlights

- **Collaborative remote software support:**
- 24x7 coverage window with 2-hour remote response
- Basic Software Support
- Collaborative call management
- **Hardware support:**
- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Choice of hardware support coverage windows
- Onsite response time for hardware support
- 6-hour call-to-repair time commitment for hardware support (optional)
- Enhanced parts inventory management (included with call-to-repair time commitment)
- Work to completion
- Escalation management
- HP electronic remote support solution (for eligible products only)
- Access to electronic support information and services
- Defective media retention (optional; for eligible products only)
- Comprehensive defective material retention (optional; for eligible products only)

Specifications

Table 1. Service features

Feature	Delivery specifications
Collaborative remote software support:	
24 x 7 coverage window with 2-hour remote response	Customers can call HP 24 hours per day, Monday through Sunday including HP holidays, to log a covered incident with HP. Once the Customer has placed and HP has acknowledged the receipt of a call as described in the 'General provisions/Other exclusions' section, HP will respond to the call within two hours to start remote diagnosis and basic software support. This coverage window is subject to local availability. Contact a local HP sales office for detailed information on service availability.

This data sheet is governed by HP's current standard sales terms or, if applicable, the Customer's purchase agreement with HP.

Basic Software Support	Basic Software Support service provides the Customer with problem isolation and corrective support as described below if there is a known fix available for the reported software problem. Once the Customer has placed and HP has acknowledged the receipt of a call as described in 'General provisions/Other exclusions' section, HP will work to identify whether a problem with the covered product is caused by a software or hardware component. If an incident is determined to be caused by the covered HP or selected third-party software, HP will provide corrective support by communicating the known fix and advising the Customer on how to apply it. In some cases, corrective support may be limited to communication of a known fix available through the installation of a software update or patch, and the Customer will be directed to available sources for the applicable updates or patches because access to the known fix requires additional service contracts either with HP or the respective software vendor. The assistance provided with this service will not address complex problems such as step-by-step instruction for installation and configuration, performance tuning, or any other complex problems. This service does not replace the need for the Customer to have a support contract with the third-party product provider (see the 'Prerequisites' section). HP at its sole discretion will determine when a problem is complex and must be resolved by the third-party support provider.
Collaborative call management	If HP determines that a problem is caused by selected third-party software and cannot be resolved by the Customer applying known, available fixes as defined in the Basic Software Support deliverables, HP will, at the Customer's request, initiate a service call with the third-party software vendor, provided appropriate support agreements have been put in place between the Customer and the vendor to enable HP to do so. As part of the call initiation process, HP will provide problem documentation derived during the HP troubleshooting process. In order for HP to initiate the service call with the third-party software vendor in the Customer's name, the Customer must have a valid software support contract in place with the software vendor that allows them to place calls and receive support, have taken any steps necessary to ensure that HP can initiate a call on the Customer's behalf, and provide HP with the required authorization and contract information. Coverage hours for collaborative call management are dependent on the terms of the support agreement between the Customer and the software vendor. Once the software vendor is engaged, HP will close the service call, but the Customer can reopen the issue with HP if needed by referencing the original call identification number (a new call identification number will be assigned).
Hardware support:	
Remote problem diagnosis and support	Once the Customer has placed and HP has acknowledged the receipt of a call as described in 'General provisions/Other exclusions' section and the issue has been diagnosed to be with the hardware product, HP will work during the hardware support coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote incident resolution. HP will provide telephone assistance for the installation of customer-installable firmware and Customer Self Repair parts during the service coverage window. Regardless of the Customer's coverage window, incidents with covered hardware can be reported to HP via telephone or Web portal, as locally available, or via the HP electronic remote support solutions as an automated equipment reporting event, 24 hours a day, 7 days a week. HP will acknowledge the receipt of the service request by logging the call, assigning a case ID, and communicating that case ID to the Customer. HP retains the right to determine the final resolution of all reported incidents.
Onsite hardware support	For hardware incidents that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain HP ProLiant servers, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP. 'Fix-on-Failure': In addition, at the time of onsite technical support delivery, HP may: • Install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts • Install available firmware updates defined by HP as non-customer-installable that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP 'Fix-on-Request': In addition, HP will install during coverage hours critical firmware updates defined by HP as non-customer-installable at the Customer's request. Critical firmware updates are firmware updates recommended by the HP product division for immediate installation.
Replacement parts and materials	HP will provide HP-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP. Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. Maximum supported lifetime/maximum usage: Parts and components that have exceeded their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual or the technical product data sheet will not be provided, repaired, or replaced as part of this service.

Choice of different hardware support coverage windows	The hardware support coverage window specifies the time during which hardware support services are delivered onsite or remotely. Calls received outside this coverage window will be logged the next day for which the Customer has a coverage window. The following coverage window options are available for eligible products: • Standard business hours, standard business days (9x5): Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. • 24x7: Service is available 24 hours per day, Monday through Sunday including HP holidays. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.
Onsite response time for hardware support	For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite within the specified onsite response time. Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HP, as described in the 'General provisions/Other exclusions' section. The onsite response time ends when the HP authorized representative arrives at the Customer's site, or when the reported event is closed with explanation that HP has determined it does not currently require an onsite intervention. Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. The following onsite response times are available for this service: • Next-day onsite response: An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the call has been received and acknowledged by HP. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day. • 4-hour onsite response: An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.
6-hour call-to-repair time commitment for hardware support	A 6-hour call-to-repair time commitment may be selected for eligible products in lieu of an onsite response time. For critical incidents (severity 1 or 2) with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours after the call has been received and acknowledged by HP. For noncritical incidents (severity 3 or 4) or at the Customer's request, HP will work with the Customer to schedule the remedial action at an agreed-upon time , and the call-to-repair time commitment will then start at that time. Incident severity levels are defined in the 'General provisions/Other exclusions' section. Call-to-repair time refers to the period of time that begins when the initial call has been received and acknowledged by HP, as specified in the 'General provisions/Other exclusions' section. Call-to-repair time ends with HP's determination that the hardware is repaired or when the reported event is closed with the explanation that HP has determined it does not currently require onsite intervention. Call-to-repair times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. All call-to-repair times are subject to local availability. Contact a local HP sales office for more information on service availability. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the repair time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP. It will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. During this initial 30-day period and for up to five (5) additional business days after the audit is completed, HP will provide a 4-hour onsite response time service level.
Enhanced parts inventory management (included with call-to-repair time commitment)	To support HP call-to-repair time commitments, an inventory of critical replacement parts is maintained for call-to-repair Customers. This inventory is stored at an HP designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP authorized representatives responding to eligible support requests.
Work to completion	Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.
Escalation management	HP has established formal escalation procedures to facilitate the resolution of complex hardware problems. Local HP management coordinates problem escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem solving.
HP electronic remote support solution	The HP electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HP support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.
Access to electronic support information and services	As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:

- Certain capabilities made available to registered users, such as downloading selected HP firmware, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users
- Expanded Web-based searches of technical support documents to facilitate faster problem solving
- Certain HP proprietary service diagnostic tools with password access
- A Web-based tool for submitting questions directly to HP; the tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question, and also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone
- Search of HP or third-party hosted knowledge databases for certain third-party products in order to retrieve product information, find answers to support questions, participate in support forums, and download software patches (this service may be limited by third-party access restrictions)

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Defective media retention	For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or the HP Single Order Terms for Support, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the defective media retention service feature option in the event a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement, and the Customer remains fully responsible for the protection and privacy of the data residing on the defective Disk or SSD/Flash Drive.
Comprehensive defective material retention	In addition to defective media retention, this service feature option allows the Customer to retain additional components that have been designated by HP as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention. The components that can be retained under this service feature are outlined in the document located at **www.hp.com/services/cdmr**.
Report presentation	HP presents the Customer with a report of findings and recommendations, which is shared during an interactive question-and-answer session with key members of the Customer's IT staff.

Service limitations

Basic software support and collaborative call management are provided exclusively for those selected third-party products and vendors listed on the HP Collaborative Support supported products list at **www.hp.com/go/collaborativesupport**.

The Customer must have appropriate, active support agreements in place with selected vendors and take any steps necessary to ensure that HP can submit calls on the Customer's behalf for the purpose of placing a support call with them. HP will not be able to transfer the existing HP case number to the vendors and assumes no responsibility for failure to do so. HP is not liable for the performance or non-performance of third-party vendors, their products, or their support services. HP's obligations are limited to the placement of support calls only, and the purchase of this service does not assign the support agreement between the Customer and vendor to HP. The Customer is still responsible for the performance of its obligations under such agreements, including payment of all applicable fees and any fees that may apply as a result of logging calls with the vendor.

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, other parts classified by HP as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

In the event that a Customer Self Repair part is provided to return the system to operating condition, the onsite service level shall not apply. In those cases, HP practice is to express ship Customer Self Repair parts that are critical to the product operation to the Customer location. For more details on the Customer Self Repair process and parts, please refer to **www.hp.com/go/selfrepair**.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described above.

If an upfront audit is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.

The following are excluded from the call-to-repair time commitment (if applicable):

- Time for disk mechanism rebuild or sparing procedures
- Situations where a logical unit number (LUN) may be blocked to preserve data integrity
- Any restoration/recovery of compromised data
- Any period of non-availability not directly caused by a hardware fault

HP reserves the right to modify the call-to-repair time commitment as it applies to the Customer's specific product configuration, location, and environment. This will be established at the time of the support agreement order and is subject to resource availability.

A call-to-repair time commitment does not apply when the Customer chooses to have HP prolong diagnosis rather than execute recommended recovery procedures.

If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

After HP has diagnosed a reported problem to be caused by software included on the selected third-party software product list, a service incident has been initiated with the third-party vendor on behalf of the Customer, and the third-party vendor support case ID has been communicated to the Customer, HP will close the case and will not be responsible for providing additional technical support concerning that problem to the Customer.

Activities such as, but not limited to, the following are excluded from this service:

- Complex problem resolution covered by the Customer’s support agreement with the third-party vendor
- Step-by-step installation, configuration, and performance tuning
- Provision of, right to use, and access to HP or third-party software updates or patches
- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software

Limitations to the defective media retention service feature option

The defective media retention and comprehensive defective material retention service feature options apply only to eligible data retentive components replaced by HP due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data Retentive components that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not eligible for the defective media retention or the comprehensive defective material retention service feature option.

Defective media retention service and comprehensive defective material retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

HP SHALL HAVE NO OBLIGATION WHATSOEVER WITH RESPECT TO THE CONTENTS OF OR THE DESTRUCTION OF ANY DATA RETENTIVE COMPONENT RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN HP'S CURRENT STANDARD SALES TERMS OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION OR COMPREHENSIVE DEFECTIVE MATERIAL RETENTION SERVICE.

Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge.

Travel zones and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

Distance from HP designated hub	4-hour response time	Next day onsite response time
0–100 miles	4 hours	Next coverage day
101-200 miles (161-320 km)	8 hours	1 additional coverage day
201-300 miles (321-480 km)	Established at time of order and subject to resource	2 additional coverage days
Beyond 300 miles (480 km)	Established at time of order and subject to resource	Established at time of order and subject to resource

A call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HP designated support hub.

For sites that are located within 51 to 100 miles (81 to 160 km) of an HP designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below.

Distance from HP designated support hub	6-hour hardware call-to-repair time commitment
0-50 miles (0-80 km)	6 hours
51-100 miles (81-160 km)	8 hours
Beyond 100 miles (160 km)	Not available

The hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HP designated support hub.

Distance from HP designated support hub	6-hour hardware call-to-repair time commitment
0-50 miles (0-80 km)	6 hours
51-100 miles (81-160 km)	8 hours
Beyond 100 miles (160 km)	Not available

Prerequisites

In order for HP to provide collaborative call management, the Customer must have an active support agreement with the software vendor that includes the required service level and features that allow the Customer to place calls and receive support from the vendor. If the vendor requires it, the Customer will take any steps necessary to ensure that HP can submit calls on the Customer's behalf. In addition, the Customer must provide HP with the appropriate information needed for HP to initiate a service call with the software vendor on the Customer's behalf.

For hardware onsite response time options, HP strongly recommends that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service. For hardware call-to-repair time commitments, HP requires that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service. Please contact a local HP representative for further details on requirements, specifications, and exclusions. If the Customer does not deploy the appropriate HP remote support solution, HP may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for onsite installation of non-customer-installable firmware if the Customer does not deploy the appropriate HP remote support solution in cases where they are recommended and available. Installation of customer-installable firmware is the responsibility of the Customer. Additional charges will apply if the Customer requests that HP install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed to in writing by HP and the Customer.

HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

If an audit is required by HP, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. The hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. Until such time, service for the covered hardware will be delivered at a 4-hour onsite response time service level.

In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe, unless the delay is caused by HP.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP authorized service provider i) will not be obligated to deliver the services as described, or ii) will perform such service at the Customer's expense at the prevailing time and material rates.

The Customer must meet the prerequisites detailed above to be eligible for this service.

If required by HP, the Customer or HP authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, activation and registration (or a proper adjustment to an existing HP registration) are to occur within 10 days of the change.

The Customer will:

- Retain, and provide to HP upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service

- Use all software products in accordance with current HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service
- Execute, if requested by HP, an agency agreement between the Customer and HP, and provide HP with all required information, documentation, and authority to entitle HP to log calls with third-party vendors in the Customer's name

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

For hardware onsite response time options, HP strongly recommends that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service and options. Please contact a local HP representative for further details on requirements, specifications, and exclusions. If the Customer does not deploy the appropriate HP remote support solution, HP may not be able to provide the service as defined and is not obligated to do so.

Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Install customer-installable firmware updates and patches
- Start self-tests and install and run other diagnostic tools and programs
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that HP install customer-installable firmware updates or patches. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the Customer.

In cases where a Customer Self Repair part or replacement product is shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event HP does not receive the defective part or product within the designated time period or if the part or product is physically damaged upon receipt, the Customer will be required to pay a fee for the defective part or product, as determined by HP.

The Customer is responsible for registering to use HP's electronic facility and maintaining the Customer's registration information in order to gain access to restricted product information and to receive proactive notification or other services available to the Customer.

If the Customer chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is the Customer's responsibility to:

- Retain physical control of Disk or SSD/Flash Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk or SSD/Flash Drives
- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drive is destroyed or remains secure
- Have an authorized representative present to retain defective Disk or SSD/Flash Drives, accept replacement Disk or SSD/Flash Drives, provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the Disk or SSD/Flash Drives
- Destroy the retained Disk or SSD/Flash Drive and/or ensure that the Disk or SSD/Flash Drive is not put into use again
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations

For data retentive components supplied by HP to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement components at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

Coverage

This service provides coverage for eligible HP or Compaq-branded hardware products and HP supported and supplied internal components, such as memory and DVD-ROM drives, as well as attached HP or Compaq-branded accessories purchased together with the main product, such as mouse, keyboard, docking station, AC power adapter, and external monitor 22 inches or less in size.

Notwithstanding anything in this document, service purchased on the main product does not extend to all options. Service coverage for certain options must be configured and purchased separately; otherwise, standard warranty terms apply. For a complete list of the HP ProLiant and BladeServer options that require separate service coverage, please visit **http://hp.com/go/excludedoptions**.

For some servers and storage products, CPUs, disks, and other major internal and external components and HP designated Premium Options will be covered if support has been configured accordingly and they are listed in the contract's equipment list (if applicable).

For HP point-of-sale (POS) systems and bundled product solutions such as retail solutions, kiosks, or carts, this service covers the base unit as well as attached HP-branded peripherals such as cash drawers, printers, pole displays for monitors, and bar-code readers or handheld scanners that have been sold as part of the POS or bundled product solution.

Coverage for eligible multivendor systems includes all standard vendor-supplied internal components and the external monitor, keyboard, and mouse.

Consumable items including, but not limited to, removable media, batteries and tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service.

For replacement parts or components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. HP will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

For ProLiant servers and storage systems, the service on the main product covers HP-branded hardware options not designated by HP as requiring separate coverage, that are qualified for the server, purchased at the same time or afterward, and internal to the enclosure. The service also covers external monitors up to 22 inches in size and tower UPS products during their supported life of up to 5 years beyond sales discontinuance. These items will be covered at the same service level as the main product.

For BladeSystem enclosures, this service covers the enclosure, power supplies, fans, enclosure devices, and options not designated by HP as requiring separate coverage.

For ProLiant servers, storage or BladeSystem enclosures installed within a rack, the service also covers HP qualified rack options not designated by HP as requiring separate coverage. Coverage includes UPS products not exceeding 12 kVA, KVM switch, console, and PDU, installed within the same rack, during the supported life of up to 5 years beyond sales discontinuance. The UPS battery is covered separately under its own warranty terms and conditions.

General provisions/Other exclusions

HP will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. Note: For events received via the HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start.

Hardware support onsite response times and call-to-repair time commitments may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity is defined as:

- Severity 1—Critical down: for example, production environment down: production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety issues
- Severity 2—Critically degraded: for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business
- Severity 3—Normal: for example, non-production system (e.g., test system) down or degraded; production system or production application degraded with workaround in place; non-critical functionality lost; limited impact on the business

- Severity 4—Low: for example, no business or user impact

Ordering information

All units and options with individually sold HP Care Pack services must be ordered with the same service level as the product they are contained in if that service level is available on those units.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Collaborative Support Service, contact a local HP sales representative and reference the following product numbers:

HL936A for HP Next Day Collaborative Support

HL937A for HP Next Day w/DMR Collaborative Support

HL938A for HP 4 hour 24x7 Collaborative Support

HL939A for HP 4 hour 24x7 w/DMR Collaborative Support

HL940A for HP 6 hour CTR Collaborative Support

HL941A for HP 6 hour CTR w/DMR Collaborative Support

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Please consult a local HP representative or HP reseller regarding which product number will best meet your specific needs.

Please note, the purchase of HP software support is required in order to receive comprehensive software support and software updates on HP software.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at:
www.hp.com/services/support

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